

GRANTEE MONITORING

Grantee Name	University Life-Care Center dba Abria Pregnancy Resources
Location/Address	2200 University Ave. W., Suite 160 St. Paul, MN 55114
Phone Number	651-695-0111
Date and Location of Site Visit	February 1, 2018 at the address above
Grantee Participants	Nancy Utoft, Executive Director Naomi Terlouw, Associate Director
MDH Participant(s)	Mary Ottman, Grant Manager
Grant Agreement #/PO #	285552

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current? **Yes**

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

YES

GRANTEE MONITORING

3. Where is this central file located?

St. Paul clinic at 2200 University Ave. W in the file room

Minneapolis clinic at 4367 Thomas Ave. N.

4. Who is responsible for this central file?

Executive Director for St. Paul files

Associate Director for Minneapolis files

5. Does the central file include

- The grant proposal? St. Paul
- The award letter? St. Paul
- The signed grant agreement and any/all amendments? St. Paul
- Any/all requests and/or approvals for scope/budget changes? Minneapolis
- The work plan? Minneapolis
- Any/all payment requests (invoices)? Minneapolis
- Any/all signed subcontracts? Minneapolis
- Any/all Progress Reports? Minneapolis

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? Yes

2. Are expenditure reports submitted timely and accurately? Yes

3. Are progress reports submitted with all required information and in a timely manner? Yes

CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? Yes
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? Yes

GRANTEE MONITORING

3. Was the contractual agreement(s) reviewed and approved by MDH before implementation? **Yes**

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? **Yes**
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? **Yes**
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll?
 - Travel?
 - Overtime?
 - Timesheets?
 - Taxes?
 - Purchasing?
 - Compensated time off?

Yes for all

4. Are employees time sheets approved? **Yes**

By whom (what position)? **Direct supervisor and the Executive Director (ED)**

By the Executive Director? **Approves entire payroll hours prior to release to payroll processing company**

5. Does the Grantee's payroll preparation and distribution involve more than one employee? **Yes, the staff member's supervisor, the ED and the board treasurer**

6. Does an authorized official approve all checks before being signed? **Yes, the ED and board treasurer**



GRANTEE MONITORING

Additional Comments:

Northside Life Care and Abria have recently initiated and completed an assignment agreement to merge their two organizations effective January 1, 2018. Abria's former status and experience as a PA grantee has greatly aided the transition for both organizations and the grant program.

GRANTEE MONITORING

PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started?

Northside Life Care Center opened its doors for the first time in 1978 providing pregnancy testing and material support. Our educational program Small Steps began in 2007, as a response to our clients sharing that they like to come to our center, and wished that we offered more services. Enough clients shared this sentiment that we eventually embarked on a journey of research and exploration into other centers' parenting education/mentoring programs and developed our own version: Small Steps. North Side Life Care Center legally merged with University Life Care Center dba Abria Pregnancy Resources December of 2017 and we are currently working on building upon and strengthening our education program across both sites.

- What need does your program fulfill?

Small Steps fulfills many needs in this community including: Relational and emotional support for participants; parenting, pregnancy, relationship and life skills education; assistance and encouragement with goal setting and obtaining goals; providing much needed material items for babies such as diapers, wipes, clothing, safe sleep sacks, laundry detergent and larger baby equipment items such as cribs and strollers.

- How has the program grown or changed since its beginning?

Our selection of onsite educational programs has continued to grow and programs are continually updated, our inventory of baby items and equipment available for the program has also continued to grow, and our long-time and devoted Small Steps' staff participate in monthly onsite in-services targeted at increasing their knowledge of area resources and enhancing their lay counseling skills. Since the merger with Abria, we are currently working on expanding our educational programming to include programs for women who come in for services and find that they are not pregnant or do not have children but could still use education and support.

GRANTEE MONITORING

Grantee's Target population

- Who does the organization primarily serve? **Women, average age between 18 -30, primarily of African American or Asian descent in our North Minneapolis clinic and a high immigrant population as well as college age students at our St. Paul clinic.**
- What is the program's demographic and geographic coverage? **Our target population is the urban core of the twin cities now that we are located in both North Minneapolis and St. Paul.**
- Review recent Demographic reporting. **Demographic reporting has become more consistent since the last reporting period. Numbers have increased.**

Leadership and Governance

- Effective Board: How many board members currently serve, who are they? **18 members, list attached**
- How often do they meet? How are they informed of organization's progress and challenges?
Quarterly board meetings; monthly committee meetings; board and committee meetings are used to discuss and monitor progress against operating and strategic plans. In addition, monthly committee reports are shared with all board members. Executive director and senior staff participate in board and committee meetings.
- How supportive is the Board of the program?
The board is very supportive of the MDH-funded program. Confirmation of this commitment came when the board approved the merger with North Side Life Care Center after a thorough analysis of the funding and other programs.
- How is the program staffed? Who is responsible for the supervision of grant staff? **Organization chart attached.**
 - How are staff evaluated on their performance? How long have PA staff been employed there? **Staff evaluations are done annually. PA staff have been employed for different amounts of time, some being employed since the start of the grant.**
 - How are staff background checks done?
We use Trusted Employees to conduct background checks on staff and volunteers.
 - What is your organization's policy on complaints for staff and clients?
Grievance procedure can be found in the Personnel Handbook.

Budget

GRANTEE MONITORING

- Does the current budget reflect your work plan activities? **Yes**
- Is the budget accurate for the project size/scope? **Yes**
- Do you have any challenges with the budget or invoicing? **No**
- Has your Financial Reconciliation taken place? **Unsure**
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source? **Clients are referred primarily by word of mouth, other community agencies, and through our online presence. The Board of Directors has a strategic priority for ongoing marketing.**
- Challenges with partners or specific counties? **No**

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** **In 2017 our Minneapolis clinic, formerly Northside LCC, saw a total of 542 unique clients which was a significant increase from 2016. This number includes 99 unique prenatal patients, 159 ultrasounds, 198 pregnancy tests, and 511 Small Steps visits. For all services we had a total of 2294 visits.**
We are looking forward to the future as a merged organization as we strengthen the sustainability of our overall education program. We plan on integrating our prenatal program better with our education so more women are getting the benefit of our holistic services. Overall, we expect our numbers to increase with the strength of two clinics.
- How does what you describe in the application compare with what you are currently providing? **We currently provide all the services described in the grant. Our statistics show that overall our center numbers have increased since last year.** Have any programs and/or activities or services been added or removed? **No, but we are working on enhancing our education program with the merger.** Have the number of clients being served per quarter decreased or increased since June 2016? **All of the numbers for our North Minneapolis clinic increased except for our Small Steps numbers. We had an 18%**

GRANTEE MONITORING

decrease, but as previously stated we are currently working on strengthening our overall education programs as well as better integrating them into our prenatal program. Is there anything in particular you want to share about your current program to explain its current status? **No**

- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? **There may be changes due to the merger and enhancing our overall education program. We do not know the details at this time yet.**

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients?
Our Associate Director is working on connecting and building referral relationships with other community initiatives and service agencies that provide other forms of support. We are currently addressing the challenge of how we can better reach more of our target client stated in our mission.

Data:

- How is program data collected and by whom?
Program data is collected by the staff in their respective programs (Personal Support Services, Small Steps, and Prenatal) and then sent to one staff who maintains the data database.
- Is data collected useful to agency? **Yes, data is necessary to see our overall impact in reaching our mission and how we are doing in serving our clients.**
- Anything we can do to help or simplify data collection? **No**

Review Evaluation

- Your Year 1 Evaluation Report Summary will be discussed (If you were a past grantee).
Client satisfaction was measured for the Year 1 Evaluation program. Services for the survey development of the Evaluation work was accomplished from a subcontractor – CCI. The project review was sent out and it was suggested that comments from the Year 1 project be used when designing, implementing and reviewing your Year 2 Evaluation project.
- Your Year 2 Evaluation Plan will be reviewed. Any suggestions provided in your 2016-17 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions

GRANTEE MONITORING

on your evaluation? The Year 2 Evaluation project will be on the topic of safe sleep and determining if the current program is meeting the objective of providing comprehensive safe sleep education for all clients. CCI will be used as a subcontractor for the project.

Miscellaneous

- Anything else you would like to share? Attached is a document outlining Abria's operating principles and scope of services that we might review at our meeting.
- Anything else we haven't asked? No

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? We are grateful for the opportunity to increase our knowledge on timely issues at the meetings. In addition, networking with other grantees helps us broaden our peer group and seek advice as we continue to enhance and improve our services.
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program?

Summary:

Northside Life Care Center (NSLC) has entered into a legal agreement to merger with University Life Care, DBA Abria Pregnancy Resources (APR). The two organizations have also completed an assignment agreement with the Minnesota Department of Health to assign their PA grant funds from NSLC to Abria Pregnancy Resources as of January 1, 2018. Both organizations have long histories of services in the St. Paul and Minneapolis areas, but have joined forces to rebrand their services and offer combined programming for the Metro areas of both St. Paul and Minneapolis. It is the hope of both the board and staff that by combining efforts and resources this merger will help streamline programming and staffing to better serve their local communities. Their efforts are to be admired as they work and labor through combining two separate organizations under one unified leadership.

APR plans to continue to operate with two locations – one in St. Paul and the other in Minneapolis. The Minneapolis location will be relocating soon to a more suitable location with room to expand their services. Plans are underway to secure a site and to begin the build out and relocation efforts. The St. Paul location will continue to serve clientele from their recently renovated space in a highly desirable location on University Avenue.

GRANTEE MONITORING

The original Work Plan for NSLC includes the following programming: adoption education, case management, crib distribution and safe sleep education, employment assistance, education assistance, housing assistance, life skills education, material support, parenting education, pregnancy education, nutrition support, prenatal medical care, mental health support and transportation assistance. Plans are to continue to use grant funding for this same type of programming. Some minor changes may be made to the original grant funded *Small Steps* program. Changes will be made taking the best of both organization's pregnancy and parenting educational programming for the client's benefit. This may include minor revisions to the current Work Plan. As discussed, Work Plan revisions and work count numbers are amendable with appropriate justification.

Discussion also included budgeting and the need for APR to possibly revise their current budget especially in the Salary line item. It was suggested that revisions are acceptable within the guidelines of the grant program. Use the appropriate forms and guidelines when submitting your budget revisions.

Evaluation projects were reviewed and have been planned with the assistance of a subcontractor – CCI. Subcontracts should be submitted for approval and then resubmitted with final signatures. Please use the recommendations on the Year 1 review of your Evaluation project for suggestions to include in your Year 2 Evaluation study on your safe sleep educational programming and your final Year 2 reporting.

With the legal merger and the state assignment agreement completed, APR is concentrating on combining their best efforts and programming. It is noteworthy to observe that APR is striving to provide intentional programming aimed at meeting the many varied needs of their inner city clientele. The staff are professional and highly motivated - it will be a pleasure to work alongside the newly merged and reorganized Abria Pregnancy Resources staff. I look forward to our continuing partnership providing support and care to women in unplanned pregnancies from both St. Paul and Minneapolis.

Date: February 6, 2018

Grant Manager: Mary Ottman